



A publication of NSSC news and events,  
Edition #20

Visit our website at: <http://nssc.nasa.gov/>

### Staffing Update

The Lead Performance and Risk Specialist is posted and is open March 25<sup>th</sup> through April 1<sup>st</sup>, closing on that day. The position will be available through the websites listed below; however, all interested parties must apply through the NASA Stars site.

Four functional manager positions under Service Delivery will be announced over the next two weeks. They will be Chiefs of the:

- Information Technology Division
- Human Resources Division
- Financial Management Division
- Procurement Division

All of these positions are at the GS-15 level.

Interviews are also currently being held for the Director of Customer Satisfaction and Communication and the Executive Officer positions.

The staffing plan is complete and positions will continue to be announced, though posting dates are subject to change. Please continue to monitor the following websites for current postings:

<http://nssc.nasa.gov/>  
<http://www.nasajobs.nasa.gov/>  
<http://usajobs.gov/>  
<http://nasastars.nasa.gov/>

NSSC News ... March 24, 2005

### Right of First Refusal (ROFR)

Last week Peggy Phelps, Human Resources Advisor for the NSSC A-76 Activity, sent a memorandum to the NASA Human Resource Officers requesting that they identify all "adversely affected" employees for inclusion on the Right of First Refusal (ROFR) list.

ROFR applies if a contractor who is selected under the A-76 competition must fill a vacant position related to that competition. Before the contractor can fill the position from applicants outside of NASA, the contractor must determine if there are any employees on the list that meet the qualifications the contractor needs for the position(s). The contractor must offer the qualified employee the job and give him/her an opportunity to accept or decline the job before the contractor offers the job to an individual who is not on the list. This provision is not applicable if the government bid (QUESTeam/Most Efficient Organization) is selected.

Center Transition Teams, which include functional leads within the Procurement, Finance, HR, and IT areas continue to have face-to-face meetings with their impacted employees to determine if there will be any NASA civil service employees that will be adversely affected by the transition to the NSSC. If you are an impacted employee, we encourage you to have a conversation with your supervisor/manager about how the transition of NSSC related activities will affect your position in the future.

### NSSC VITS Schedule:

- April 21, 2:00 - 4:00 pm EST
- May 19, 1:00 - 3:00 pm EST

NSSC Vision: Unparalleled Service →

NSSC Mission: To provide timely, accurate, high quality, cost effective and customer focused support for selected NASA business and technical services.

# NSSC News ... Continued

## Shared Services Week-2005

The 9<sup>th</sup> annual Shared Services Conference was held this year in Miami, FL, March 7-11. In attendance, including the NSSC, were 13 Fortune 100 companies and 7 Fortune 500 companies, 40 Corporate Case Study Speakers, and 31 new Speaker Companies.

Members of the NSSC attended for two days, March 8<sup>th</sup> and 9<sup>th</sup>, and included Rick Arbuthnot, NSSC Executive Director, Ken Newton, Operations Integration Manager, and Michele Foster, Change Integration Lead (acting), among others.

Keynotes included:

- State of the Industry; Value Propositions; Strategic Planning; Best Practices in Organizational Strategy, Scope, and Governance

Workshops included:

- Strategies and Tools; Customer Satisfaction; and Processes and Continuous Improvement.

Of those lessons taken away from the conference, the most heartening were not only are we headed in the right direction, but we are ahead of the curve on many aspects such as change management, communication, customer relationships, training, and planning; however, these aspects cannot be underestimated and should be continuously acknowledged and stressed.

Participants also learned the importance of reciprocity in customer/employee relationships: employee satisfaction and customer satisfaction are interdependent. Finally, NSSC team members learned to expect challenges and difficulties, but in the end, it will be worth it. Rick Arbuthnot said it appears we are “doing all the right things,” and the conference validated that the NSSC is on the right track.

## NSSC Budget Update

The NSSC has been approved by the OCFO to be in the Agency Working Capital Fund (WCF). NSSC, OCFO, the Institutional Management Division (IMD), and the Competency Center are partnering on FY06 NSSC WCF implementation. The NSSC “fee-for-service” numbers released in NBS are being updated.

We recognize the budget challenges confronting our Center and Headquarters partners. We have accepted the challenge to reduce FY06/FY07 numbers to the maximum extent possible while managing operational risks, accordingly. We are also working with IMD and the HQ Budget Management Division to provide some relief to Centers in FY06 for activities that have historically been funded out of Corporate G&A. The NSSC appreciates your patience as we work through this budget process with the ultimate goal of providing our stakeholders and customers with “Unparalleled Service”.

## Thoughts on Change:

“The future is not some place we are going, but one we are creating. The paths to it are not found but made, and the activity of making them changes both the maker and the destination.”

John Schaar, U.S. Sociologist